

***This document is a draft Scope of Services for a future non-competitive contract Miami-Dade County anticipates entering into. Scope of Services is subject to change without notice.***

***This is not an advertisement.***

#### **SCOPE OF SERVICES**

Retail Consultant Services will entail reviewing elements of the Miami-Dade Aviation Department (MDAD) Master Concession Program. The Master Concession Program is the outline of the overall strategy for retail outlets at Miami International Airport (MIA). Retail Consultant Services will also consider the newest and best trends for MIA; assisting in the preparation of solicitations; preparing specialized studies; attending meetings; and making presentations to senior management and the Board of County Commissioners and Mayor, as may be required.

Baseline activities may include the following:

- A. Provide benchmark of other airports comparable to MIA, analysis and recommendations to assist in meeting concession goals.
- B. Determine trends in all concession categories including services as requested.
- C. Review proposed concession program and recommend changes and/or phasing plans based on comparable airport data; changes in the airport demographics, traffic patterns, construction program; changes in concepts and/or adjacencies or other information as requested.
- D. Assist in determining temporary concession program opportunities.
- E. Research other airport business terms and pertinent information as needed for preparation of solicitations and lease agreements.
- F. Research other business terms and statistics for solicitations and other reports and provide recommendations for specific business terms for MIA.
- G. Assist in outreach to local, regional, national and international potential concessionaires to provide a database for the various concession categories.
- H. Establish and maintain interested parties database as may be required by category; local, national, or international base; and other descriptors as may be required.
- I. Review and comment on proposed solicitations and language in lease agreements; subtenant leases; and/or other documents.
- J. Review and/or provide assistance on review of Addendum and other documents as needed to support the solicitations.
- K. Provide technical assistance in the solicitation process including but not limited to the evaluation of proposals and/or proposers.
- L. Assist in developing standards of operation, tenant manuals, performance standards, audits and other pertinent operational materials as required.
- M. Review financial information, compare and contrast comparable information, anticipate needed changes, and make recommendations as required.
- N. Update the Concession Master Plan as requested.

- O. Assist in preparation for Trade & Tourism Committee, Board of County Commission, tenant meetings, industry meetings, workshops, pre-proposal meetings, and evaluation committee meetings as may be required.
- P. Assist in developing an MIA brand for concessions and/or the concessions marketing program as needed.
- Q. Provide on-call consulting to assist and support staff to meet unanticipated needs.
- R. Provide presentations and respond to questions presented by senior management, Board of County Commissioners and Mayor as necessary.
- S. Conduct other concession-related analyses as assigned.
- T. Travel as required; monitor programs and requests; prepare detailed invoices; track program and work requests including document preparation, telephone calls and research efforts.
- U. All other related activities as required.